Job Description

**Job Title:** Community Education Support Worker

**Responsible to**: Education Co-ordinator

**Hours of Work:** 25 Hours per week

**Salary:** JobStart

**Period:**

**Main duties and responsibilities:**

Provide general administrative support to the Education Co-ordinator, including the provision and maintenance of accurate, accessible filing, monitoring, recording systems (database and spreadsheet) in both electronic format (i.e. computer-based) and in manual format.

To assist the Education Co-ordinator in the organisation of open days, workshops and other related training events and to attend/participate in such events as and when required.

Prepare photocopying lesson materials for tutors

To help setup classrooms/equipment for classes.

To assist with recruitment events and student registration

To assist in communications with students and tutors, as directed by the Education Co-ordinator

To assist in promoting the work of Conway Education Centre through the use of social media platforms

To answer telephone calls and emails in a pleasant, helpful and efficient manner and, where necessary, transfer such calls to the appropriate person. If necessary, record details of telephone calls/action(s) required and notify the appropriate person.

To attend local community events, as deemed appropriate, in the interests of maintaining good relations between the local community and the project.

To attend meetings with the Education Co-ordinator when and as deemed appropriate.

To act as a fully-integrated member of Conway Education Centre’s staff team and to assist in the realisation of the organisation’s aims and outcomes.

To undertake relevant training as and when deemed appropriate.

To undertake any other duties identified.

Job Specification

Community Education Support Worker

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|  | Essential | Desirable |
| Education | Good level of English and Maths | Essential Skills English and Maths level 2  Essential Skills ICT |
| Experience | Experience in an administrative support role which must have included: dealing with telephone calls, correspondence, emails, filing, etc.  This experience could be in paid employment or in a voluntary capacity | Experience of working in the Community/Voluntary Sector |
| Skills | Computer literate, good understanding of Microsoft Office programmes such as Word, Access and Excel |  |
| Knowledge/Values | A commitment to equality and respect for diversity  Willingness to work with people from different countries and cultures  Demonstrate an understanding of and empathy towards the issues faced by people living in deprived communities. | An understanding of community-based education |
| Personal Attributes | Demonstrate;   * A flexible approach to working hours * An ability to deal with confidential information * A friendly approachable manner * An ability to work on own initiative * An ability to work as a fully integrated team member * An ability to work under pressure | Demonstrate an understanding of the needs and challenges faced by, adult learners. |